



## The importance of adapting to users' needs and cultural diversity

First, when it comes to taking culture into account when designing technological tools related to disasters, it is of prior importance to know the users' needs. While at first EMSC (Euro-Mediterranean Seismological Centre) thought that improvements would be wanted in information speed or app usability, it turned out that users were more interested in safety. Based on this, users must be given the opportunity to express their needs, especially after a damaging earthquake. LastQuake also improved the safety check with the opportunity to add the GPS location thanks to users' suggestions. This further demonstrates that every tool should be adaptable in order to stay in tune with the user's needs and cultural diversity.

### Applicable to:

Stakeholders: [Open-mindedness](#), [Access and use of infrastructure/services](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [Active citizens](#), [NGOs](#), [Non-active citizens](#)

Hazards: [Natural hazards](#)

### Recommendations:

- [The use of new technologies \(e.g. Bluetooth\) can improve communication strategies in disaster management situations](#)
- [Use cultural factors to improve the effectiveness of disaster communication](#)

### Source

[Deliverable D3.3a "Initial report on the impact of best practices prototype implementation" \(page 47\)](#)

*This file was generated automatically on: 12.02.2019.*

**The importance of adapting to users' needs and cultural diversity**

<https://culturalmap.carismand.eu/a/3-3-23-the-importance-of-adapting-to-users-needs-and-cultural-diversity>